

# ***Division of Long Term Supports and Services Bureau of Developmental Services***

**Systems Work Information Session  
January 2022  
Nancy Rollins**



# Topics for this Information Session

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## 1. Intro

- Values and Driving Principles
- What's Going On

## 2. BDS Systems Work Initiatives

- Waiver
- Rates
- Information Technology
- Intensive Treatment Services

## 3. Public Engagement

- Work Group Overview
- Heard Around Town
- Questions and Comments



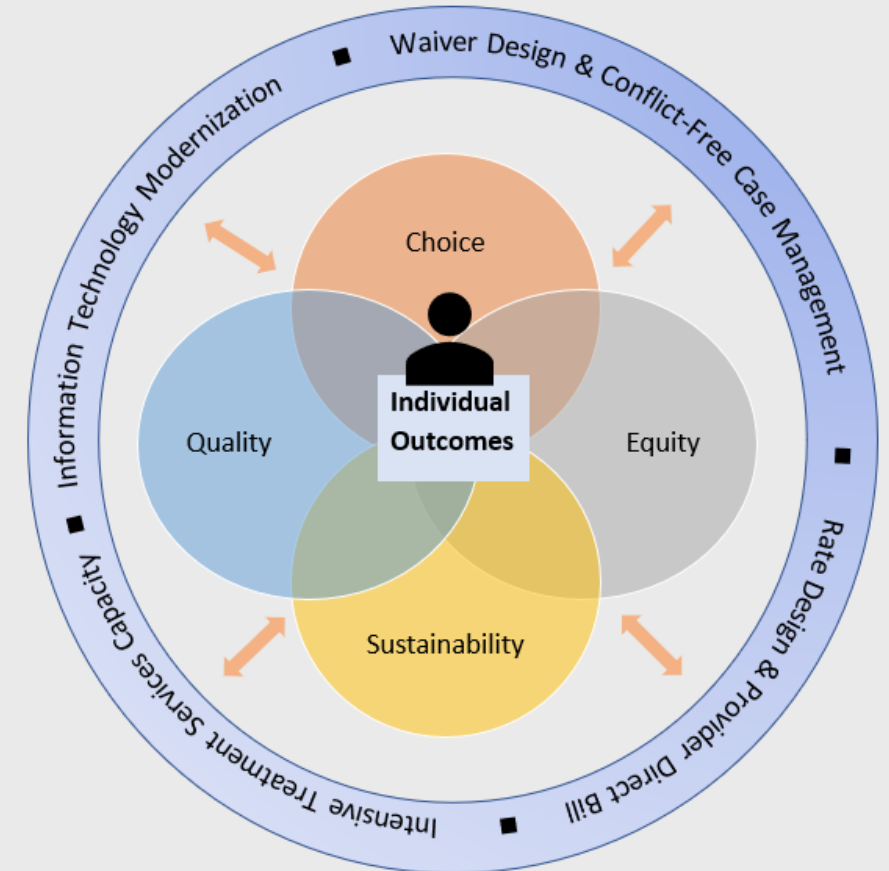
# BDS Values and Driving Principles

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BDS has long promoted and operated under the values of:

- Self Determination
- Individual Control and Responsibility
- Promoting Health and Well Being
- Meaningful Community Participation
- Meaningful Engagement with Individuals and Families Receiving Services

**These values are driving BDS Systems Work.**



# BDS Values and Driving Principles

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## CHAPTER 171-A

### “SERVICES FOR THE DEVELOPMENTALLY DISABLED”

- Participation of people with developmental disabilities and their families in decisions concerning necessary, desirable, and appropriate services, recognizing that they are best able to determine their own needs.
- Services that offer comprehensive, responsive, and flexible support as individual and family needs evolve over time.
- Individual and family services based on full participation in the community, sharing ordinary places, developing meaningful relationships, and learning things that are useful, as well as enhancing the social and economic status of persons served.
- Services that are relevant to the individual's age, abilities, and life goals, including support for gainful employment that maximizes the individual's potential for self-sufficiency and independence.
- Services based on individual choice, satisfaction, safety, and positive outcomes.
- Services provided by competent, appropriately trained and compensated staff.



# BDS Values and Driving Principles

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New Hampshire was the first state to close its state-run institution, Laconia State School. At the time, the NH service delivery system was the most innovative in the nation. Like most things, the service system needs to be updated to adapt to the changing expectations and needs of individuals and families today and into the future.

BDS' values serve as our foundation we work to **refine and strengthen services, modernize systems, promote equity in access to services across the state** and **support the service quality** that New Hampshire has become known for.

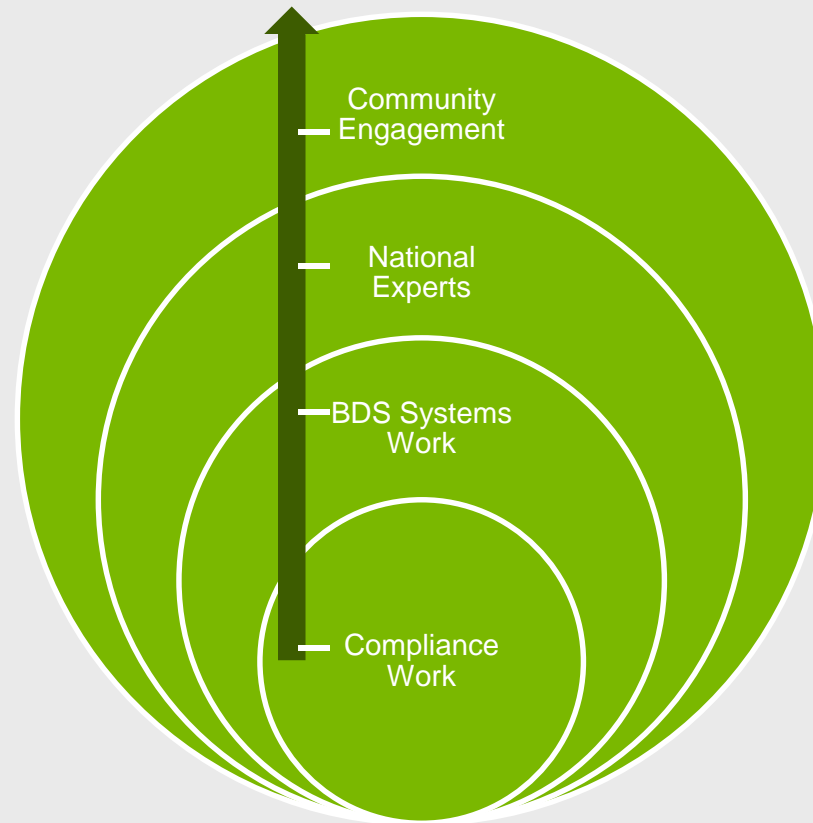


# What's Going On?

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The Department is working to modernize and update the Developmental Disabilities (DD) Service System- focused on ways to better serve people across New Hampshire, and support providers to deliver the best services possible.

## Working Together on the DD System



# BDS Systems Work Overview



# BDS Systems Work Overview

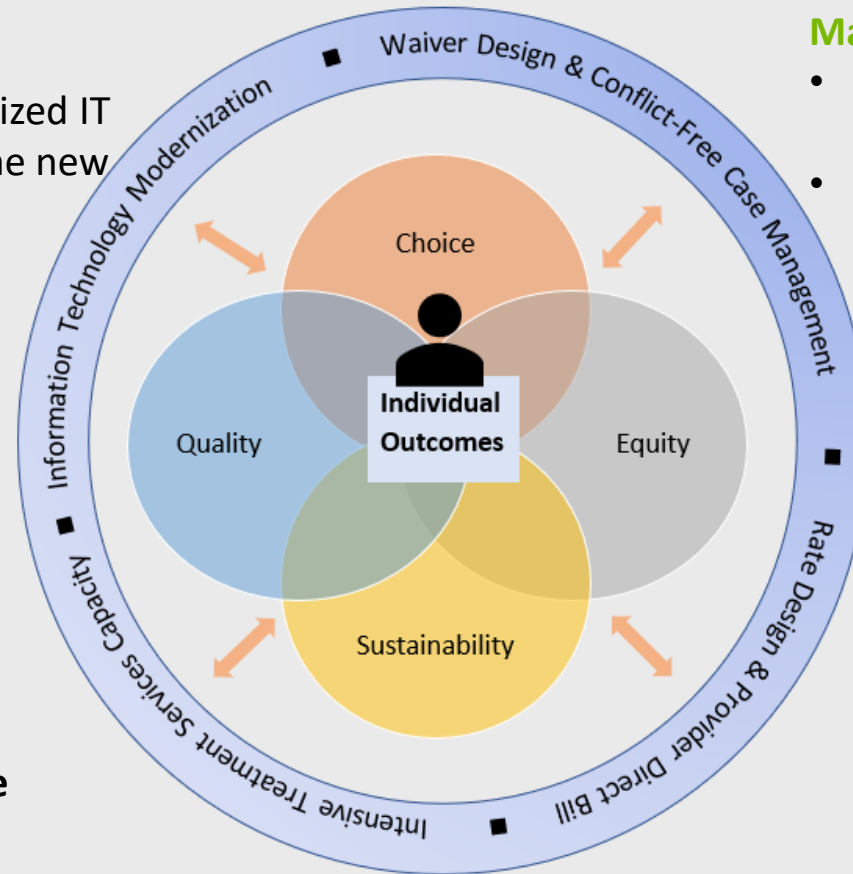
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## IT - Transforming to a Modernized IT System

- BDS is going to develop a modernized IT infrastructure that **will support** the new waivers and rates.

## Intensive Treatment Services - Transforming In-State Capacity

- BDS is going to work to **increase in-state capacity**.



## Rates - Transforming to a Transparent Rate Matrix

- BDS is going to **develop rates in a new way**.
- People and providers will have more equitable and predictable funding.

## Tiered Waivers - Transforming to a Tiered Waiver System

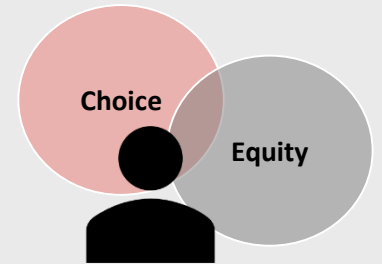
- BDS is focused **on improving service quality through clearer service definitions**
- To do this, BDS is moving toward having two waivers, or a "Tiered DD Waiver."





## Why is BDS Making the Change?

- The new waiver structure provides an opportunity to better define our current services, while also looking at adding new, innovative services.
- The new waiver structure will better align with the level of and types of supports each person needs.



## What does it Mean for Me?

- People will have access to new services – as well as many of the services you use today.
- Eventually, building your Service Agreement will change slightly – to support the new services and waiver choices.

## What Should I Get Ready For?

- BDS will begin drafting Waiver applications to CMS in the Summer of 2022 in preparation for submission later in the year, taking into account the work of the Waiver Work Group. As in every waiver submission, there will be a chance for public comment. Everyone should get ready to react to the new services and provide public comment!
- Additionally, a Waiver Work Group meets monthly. We'll discuss how to keep up with the group later in the presentation.



TIERED WAIVER

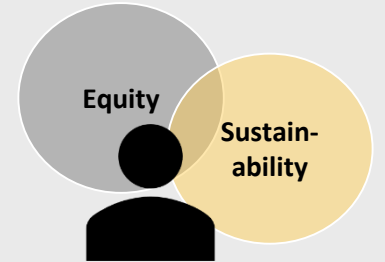
TRANSPARENT RATE SCHEDULE

INT. TREATMENT SERVICES (ITS)

IT MODERNIZATION

## Why is BDS Making the Change?

- Rates are not aligned to cover what it costs providers to deliver services.
- BDS wants to make sure that funding is equitable across the state by using updated and standardized rates.
- The current rate structure doesn't allow for flexible adjustment to respond to rate inequities.



## What does it Mean for Me?

- BDS will use an assessment – the Supports Intensity Scale (SIS) – to align the service rates with the level of support a person needs.
- SIS assessments collected for building service plans will not be used in the new process. New SIS assessments will be collected.

## What Should I Get Ready For?

- BDS will begin drafting Waiver applications to CMS in the Summer of 2022 in preparation for submission later in the year. As in every waiver submission, there will be a chance for public comment. Everyone should get ready to react to the new rates and provide public comment!
- Additionally, a Rates Work Group meets monthly. We'll discuss how to keep up with the group later in the presentation.



# Intensive Treatment Services (ITS)

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TIERED WAIVER

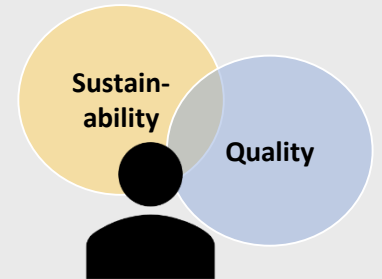
TRANSPARENT RATE SCHEDULE

INT. TREATMENT SERVICES (ITS)

IT MODERNIZATION

## Why is BDS Making the Change?

- BDS' provider network does not have adequate in-state options to support individuals with complex dual diagnoses – for several reasons, including insufficient rates, housing constraints, etc.
- Out-of-state placements are costly and can decrease quality of life – including connectiveness to a person's local New Hampshire community.



## What does it Mean for Me?

- After in-state capacity has increased, families and BDS will work together to develop transition plans to return people to New Hampshire.

## What Should I Get Ready For?

- This work will take a long time and requires large planning and financial investments. Most families and individuals will not be directly impacted by this work. However, for people accessing ITS services, BDS will provide additional information once initial planning is complete.



TIERED WAIVER

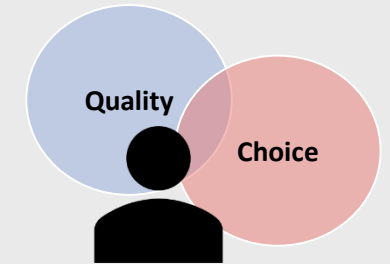
TRANSPARENT RATE SCHEDULE

INT. TREATMENT SERVICES (ITS)

IT MODERNIZATION

## Why is BDS Making the Change?

- BDS uses old systems that don't "talk" to one another.
- This outdated structure doesn't support BDS' current work nor the needs of providers we move toward direct billing requirements.



## What does it Mean for Me?

- People and providers should see improved processes from intake & eligibility processing to Service Agreement & Prior Authorization through centralized, digital platforms.

## What Should I Get Ready For?

- Individuals and families should not see significant changes throughout the IT upgrades. As providers prepare for Direct Billing, additional information, training and preparation materials will be made available. Please keep an eye out!



# Community Engagement



## Ways to Get Involved - Meetings

**BDS is hosting a series of public work groups, meetings, and information sessions.**

# The Waiver Workgroup...

will meet on the first Tuesday of the 1st full week each month.

## The Rates Work Group...

Will meet on the first Friday of the 1st full week of each month.

## The BDS Systems Steering Committee...

Will meet on the first Thursday of the 2<sup>nd</sup> full week of each month.

## These Information Sessions...

Will meet on the first Thursday of the 1<sup>st</sup> full week of every other month.

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# Ways to Get Involved Cont.

**BDS is hosting a series of public work groups, meetings, and information sessions.**

Information about these meetings including the presentations, meeting notes, and recordings is posted monthly on <https://www.dhhs.nh.gov/dcbcs/bds/systems.htm>.

**You can contact the us here:**

- Waiver Work Group: [BDSWaiverStructureWorkgroup@dhhs.nh.gov](mailto:BDSWaiverStructureWorkgroup@dhhs.nh.gov)
- Rates Work Group: [BDSRateStructureWorkgroup@dhhs.nh.gov](mailto:BDSRateStructureWorkgroup@dhhs.nh.gov)
- Steering Committee: [BDSSteeringCommitteeWorkgroup@dhhs.nh.gov](mailto:BDSSteeringCommitteeWorkgroup@dhhs.nh.gov)

**BDS is interested in working together with more self-advocates. If you're an individual receiving BDS-funded services who is interested in participating in a work group, please contact Maureen DiTomaso at [Maureen.E.DiTomaso@dhhs.nh.gov](mailto:Maureen.E.DiTomaso@dhhs.nh.gov).**



Before we leave, we'd like to answer some frequently asked questions.

**1. Is this all just about saving money?**

No. This work is about improving quality of life for people with development disabilities in New Hampshire. We are investing resources so that every person receives the services that meet their needs, at the time and place that works for them.

**2. I'm worried I won't have access to services that I'm used to. Will this work take supports away from me?**

This work will result in a wider array of service choices, more consistency in delivery, and better aligned with each person's and families need. BDS cannot promise that every person's service plan will remain the same, but, moving forward, people will have more services to choose from to match their individual needs.

**3. You're talking about need a lot. How does BDS decide what a person needs?** BDS won't make this determination alone. Many people in the system, including family members, case workers, and people from area agencies are a part of this process. What is different is that BDS is going to encourage the use of the SIS assessment to determine the funding level a person needs, and not just as a person-centered planning tool.

This determination process is in development as a part of the Transparent Rates work. To learn more, follow the rates work group at <https://www.dhhs.nh.gov/dcbcs/bds/systems.htm>.







# Before We Leave, a Few Quick Questions

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## 1. Was this information session helpful?

- a. Yes
- b. Yes, but I still want to know more
- c. Not really

## 2. Have you had the opportunity to visit the BDS Systems Work Webpage?

- a. Not yet
- b. Not yet, but I plan to
- c. I probably never will

## 3. What's the best way to keep in touch with you and provide updates about the work?

- a. Facebook (or other social media)
- b. The BDS webpage
- c. Email



# Contact Information

## **Bureau of Developmental Services**

Office: (603)-271-5034

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Main Building

Concord NH 03301

Website: <https://www.dhhs.nh.gov/dcbcs/bds/index.htm>

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